

# Dealer Valve Process

While SaskEnergy currently installs Dealer Valves on new meters, there are many properties that do not have these valves.

With the Dealer Valve Process, you will simply let SaskEnergy know when you have an appointment with a customer who does not have a Dealer Valve on their property. SaskEnergy will then install a Dealer Valve before you complete work so that you can turn on gas service and relight the customer's appliances.

## 1 When Quoting the Customer

Please note if the natural gas meter at the property currently has a Dealer Valve:

- If a Dealer Valve is present, you do not need to make an appointment with SaskEnergy.
- If the property does not have a Dealer Valve, proceed to Step 2.

## 2 Before the Customer's Service Appointment

Call SaskEnergy at 1-888-700-0427 to book a time for a technician to come out to the customer's property.

Please provide as much advanced notice as possible. We cannot guarantee same-day appointments.

### We will need to know:

- the day/time your work will be completed.
- the gas permit number (if applicable).
- if the piping will be ready for us to install the valve.
- if you are requesting permission to turn gas off at the shut off valve before you begin work.

## 3 On the Day of the Appointment

If you have received permission from SaskEnergy, shut the gas off at the shut off valve and begin your work.

SaskEnergy will arrive on site before your scheduled completion time.

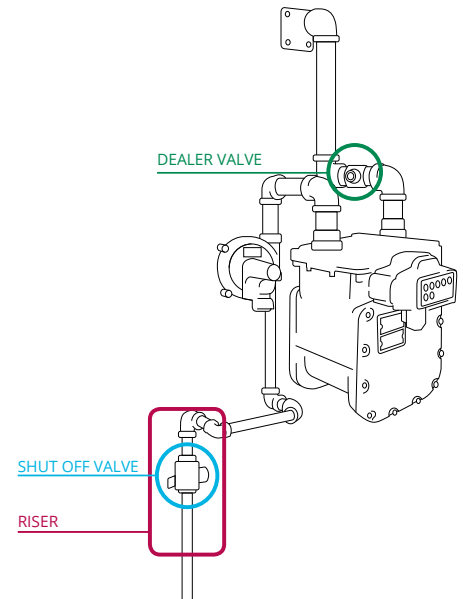
SaskEnergy will install the Dealer Valve on the customer's side of the natural gas meter.

Once the Dealer Valve is installed, SaskEnergy will turn natural gas service on at the riser and off at the Dealer Valve.

## 4 Once Your Work is Completed

Turn natural gas on at the newly installed Dealer Valve and relight your customer's appliances.

Once the Dealer Valve is installed, you will no longer need to use the shut off valve on the riser.



- If you have questions about this process or would like to provide feedback contact us at 1-888-700-0427.

# Frequently Asked Questions

## What is a Dealer Valve and how does it work?

A Dealer Valve is a valve that is installed on the customer side of the natural gas meter. It allows a contractor to turn gas off/on at the valve instead of having SaskEnergy turn gas off/on at the riser on the SaskEnergy side of the meter.

## What properties will this new process apply to?

Any residential or small commercial property with a 200 series meter will be eligible for this Dealer Valve installation. These meters are standard size meters for residential properties. If you're unsure whether the meter at your customer's property is a 200 series meter, you can check the label on the front of the meter. A 200 series meter will have a number printed on it between 200-299:



## What happens if I cancel my appointment with the customer after SaskEnergy has already installed the Dealer Valve?

SaskEnergy will not return to the customer's property once we have installed the Dealer Valve. It will be your responsibility to turn the gas back on at the dealer valve and relight the customer's appliances. Please make it clear to your customer when booking their appointment that it will require natural gas service to be turned off. SaskEnergy may turn gas service off in the morning before you arrive, so a relight will be required if there is a cancellation.

## What if SaskEnergy cancels our appointment the day I am going to complete work on the customer's property? Do I need to wait on site for SaskEnergy to turn the gas on so that I can relight and/or commission the customer's appliances?

If SaskEnergy must cancel the appointment due to unforeseen circumstances and you have already completed work at the customer's property, you do not have to wait on site. We will come out later in the day to install the Dealer Valve and turn natural gas service back on. We will do our best to contact you when the Dealer Valve has been installed so that you can return to relight and/or commission the customer's appliances.

## I have completed my work, but SaskEnergy is still doing construction on site. Do I need to come back once SaskEnergy is done in order to relight the customer's appliances?

If you have completed your work before SaskEnergy has completed construction, you do not need to stay on site or return to the site. As long as you have piped correctly to the meter bracket, SaskEnergy will come to install the Dealer Valve, turn natural gas service on, and relight the customer's appliances once we have completed construction.